



Position Title: GROUP AND EVENT SALES COORDINATOR

Supervisor: Group and Event Sales Manager

Position Objectives: Develop and maintain relationships with both internal and external clients to ensure their activities are coordinated and executed appropriately. Must be able to fulfill the customers' needs from conception to execution.

Status: Exempt

Job Responsibilities:

- Solicits, schedules, and coordinates tours and programs for all customer types. Ensures resources are available and in place appropriately for each client.
- Solicits, schedules and coordinates bookings for meetings, evening events, picnics, birthday parties, programs, field trips, and any other product lines offered to all clients, internal and external. Ensures that all resources are available and organized appropriately according to each client's individual needs.
- Coordinates with our approved list of contracted food service providers, throughout the entire booking process, for any events requiring food service.
- Maintains a shared calendar of activities that provides information pertaining to the use of museum resources and disseminates this information to all appropriate departments.
- Prepares contracts, collects deposits and processes billing information as appropriate for bookings.
- Greets groups and clients upon arrival. Ensures all of the client's needs and expectations are being met during their visit.
- Ensures that policies and procedures regarding the use of museum resources are followed. Provides instructions and guidelines to enable other staff to perform their functions appropriately within these parameters.
- Participates in audience development and sales through participation in FAM tours, trade shows and professional meetings. Ensures that leads generated by these activities are pursued.
- Completes training and remains proficient in all tasks associated with the Floor Manager position. Must be able to carry out all duties and responsibilities associated with these activities as needed and assist with them as necessary.
- Completes TIPS or TAMS training and certification. Maintains an understanding of the Michigan Liquor Control Code, rules and related laws.
- Assists customers with debugging technology issues that pertain to utilizing our wireless system and AV equipment.
- Quantity of evening, weekend and holiday hours required.
- Other duties as assigned by supervisor.

Education and Experience Requirements:

- Associates degree /Bachelors degree preferred
- 2-3 years experience in customer service, sales or event scheduling or equivalent combination of training and experience
- Previous knowledge of the Air Zoo and its operating procedures and policy is beneficial but not required

Knowledge, Skills and Abilities Required:

- Ability to work a flexible schedule of evenings and weekends as needed
- Ability to communicate effectively, both verbally and in writing, with staff, volunteers and public
- Well developed organizational skills
- Ability to effectively solve problems
- Ability to handle stressful situations
- Ability to interact with the public in a positive and enthusiastic manner
- Ability to coordinate activities of others and motivate others through effective leadership and by example
- Superior interpersonal skills to foster effective working relationships at all levels
- Full understanding of customer service philosophy and procedures of the Museum
- Ability to undertake multiple, concurrent tasks in an environment where interruptions are common
- Must maintain confidentiality
- Must be flexible with the ability to work independently and as a team member
- Well groomed appearance and compliance with the Museum's dress and personal appearance policies
- Professional work and punctuality habits
- Ability to act in a professional manner
- Ability to work with a wide diversity of individuals
- Demonstrate experience coordinating community resources
- Ability to operate standard office equipment
- Computer and general office equipment skills (Microsoft Office)
- Ability to sit, stand, walk or climb stairs/ladders for an extended period of time
- Ability to lift objects up to and exceeding 50 pounds
- Ability to pull, push, carry, grasp, reach, stoop, crawl and crouch
- Possession of a valid driver's license and the ability to meet minimum driving requirements

Equipment Used:

- General office equipment
- Network based computer system
- Cash register
- Rides and experiences
- Audio Visual Equipment
- Public Address Systems
- Sound Systems

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

For more information about the Air Zoo, please visit our website, www.AirZoo.org

If you are interested in applying for this position, please submit your resume and cover letter by email to: www.careers.org

Application deadline: February 28, 2014